

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:3329
ANSWERED ON:11.12.2000
RECTIFICATION OF TELEPHONE FAULTS
RAM JEEVAN SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the telephone faults are rectified within 24 to 48 hours by the Mahanagar Telephone Nigam Limited (MTNL) in Delhi and Mumbai;
- (b) If so, the details thereof and if not, the reasons therefor;
- (c) The number of complaints received, rectified and pending with MTNL during the last threemonths in both the cities, particularly in Eastern Circle-I of Delhi; and
- (d) The steps taken by the Government to improve the services in this regard?

Answer

MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b) : Sir, In MTNL, Delhi efforts are made to clear more than 85% booked faults within 48 hours. However, the achievements during the last three months in this regard are as under :

%age of faults cleared within 48 hours

September	October	November
64	63	70

The delay in fault clearance is mainly due to cable thefts, breakdowns and damages, telephone instruments etc. In MTNL, Mumbai on an average 78-80% of the reported faults are cleared within 24-48 hours. The remaining faults take longer time and these are cleared within 7 days. The reason for delay is mainly due to cable breakdown, cable damages by external agencies and delay in getting permission from BMC and traffic police etc.

c) No. of complaints in MTNL are given below:

For entire Delhi :

September	October	November
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i) Complaints booked	6,15,161	5,35,706	5,26,131
ii) Complaints rectified	5,69,191	4,98,000	4,93,970
iii) Complaints Pending	45,970	37,706	32,161

For East Area of MTNL Delhi

September	October	November
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i) Complaints booked	83,974	73,277	67,352
ii) Complaints rectified	79,240	69,414	64,464
iii) Complaints Pending	4,734	3,863	2,888

For MTNL, Mumbai

August	September	October
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i) Complaints received 443418 435856 336205
ii) Complaints rectified 443418 435856 336205
iii) Pending NIL NIL NIL

d) The following steps have been taken to improve the fault repairing service :

- i) The field staff have been provided with Radio-pagers for early making over of telephone complaints.
- ii) The complaint booking service has been computerised by introducing IVRS system
- iii) External plant is being rehabilitated.
- iv) All paper core underground cables are being replaced with Jelly filled/Optical fibre cables.
- v) Liberalised policy of replacing old/faulty telephone instruments.